

The Claimed Invention Is:

1. A system for routing telephone calls between call-handling stations, the system comprising:
 - a dialer configured to place a telephone call;
 - a first and a second hunt group in electrical communication with the dialer arranged to route the telephone call placed by the dialer upon receiving a call routing signal; and
 - a first and a second call-handling station, the first call-handling station being in electrical connection with the first hunt group, the second call-handling station being in electrical connection with the second hunt group, wherein at least one of the first or second call-handling stations is located at a site remote from the dialer.
2. A system for routing telephone calls between call-handling stations according to claim 1, wherein the dialer, a database, and the first and second hunt groups are a unitary unit.
3. A system for routing telephone calls between call-handling stations according to claim 1, wherein the telephone call is automatically routed to both the first and second hunt groups.
4. A system for routing telephone calls between call-handling stations according to claim 1, wherein the dialer and the first and second hunt groups may be remotely located from the first and second-level call-handling station.
5. A system for routing telephone calls between call-handling stations according to claim 4, wherein the remote location is connected via a media.
6. A system for routing telephone calls between call-handling stations according to claim 1, further comprising a server, a router and a multiplexor for providing voice and data transfer.

7. A system configured to route calls, the system comprising:

a call routing signal for transferring call information;

a dialer responsive to the call routing signal;

first and second hunt groups in electrical communication with the dialer; and

wherein the dialer first routes the call information to the first hunt group and

then to the second hunt group upon receiving the call routing signal.

8. The system of claim 7 further comprising first- and second-level call-handling stations, the first-level call-handling stations being in electrical communication with the first hunt group and the second-level call-handling stations being in electrical communication with the second hunt group, further wherein;

the call information includes voice information from an outside party;

the first hunt group electrically connects the voice information to one of the

first-level call-handling stations;

the dialer automatically routes the voice information to the second-level hunt

group upon receiving the call routing signal; and

the second hunt group electrically connects the voice information to one of the

second-level call-handling stations.

9. The system of claim 8, wherein the dialer automatically routes the voice information without voice communication between the first-level call-handling stations and the second-level call-handling stations.

10. The system of claim 8, wherein the first-level call-handling stations are located remotely from the dialer and the first and second hunt groups.

11. The system of claim 8, wherein the second-level call-handling stations are located remotely from the dialer and the first and second hunt groups.

12. A method for routing telephone calls between call-handling stations, the method comprising:

placing a telephone call;

routing the telephone call placed by a dialer to first-level call-handling stations upon receiving a call routing signal; and

automatically routing the telephone call from the first-level call-handling station to second-level call-handling stations, wherein at least one of the first- or second-level call-handling stations are located at a site remote from the dialer.

13. A method for routing telephone calls between call-handling stations according to claim 12, wherein the telephone call is routed without voice communication between the first and second-level call-handling stations.

14. A method for routing telephone calls between call-handling stations according to claim 12, wherein the telephone call is automatically routed to both the first and second hunt groups.

15. A method for routing telephone calls between call-handling stations according to claim 14, wherein the routing to both the first and second hunt groups further comprises the second hunt group routing the call information to a second call-handling station upon receiving the call routing signal from the first-level call-handling station, wherein the first-level call-handling station will receive a release signal in response to the call information.

16. A method for routing telephone calls between call-handling stations according to claim 12, wherein the routing further comprises differentiating between the first and second hunt group locations.

17. A method for routing telephone calls between call-handling stations according to claim 16, wherein the different locations are connected via a media.

18. A method for routing telephone calls between hunt groups, the method comprising:
routing call information to a first hunt group;
generating a routing signal;
automatically routing the call information to a second hunt group in response to
the routing signal.
19. A method for routing telephone calls between hunt groups according to claim 20,
wherein the telephone call is automatically routed to both the first and second hunt
groups.
20. A method for routing telephone calls between hunt groups according to claim 20,
wherein the routing to both the first and second hunt groups further comprises the
second hunt group routing the call information upon receiving the call routing signal.
21. A method for routing telephone calls between hunt groups according to claim 20,
wherein the routing further comprises differentiating between the first and second hunt
group locations.
22. A method for routing telephone calls between hunt groups according to claim 21,
wherein the different locations are connected via a media.